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08/22/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE et al.

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: FMC 1185 PUS



Group Art Unit:2755

Examiner: UNASSIGNED

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INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
United States Patent and Trademark Office
Washington, D.C. 20231

Sir:

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and § 1.97-1.98, a copy of U.S. patent application Serial No. 09/547,650, filed April 12, 2000 for "Method For Processing A Customer Concern" and drawings as filed is being submitted herewith for consideration by the Examiner.

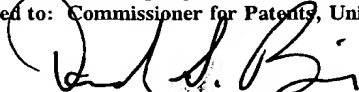
While this Statement is being filed in compliance with the duty of disclosure, citation of the attached patent application is not to be construed as an admission that any of the reference(s) are "material" as defined under 37 C.F.R. § 1.56(b).

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Commissioner for Patents, United States Patent and Trademark Office, Washington, D.C. 20231 on:

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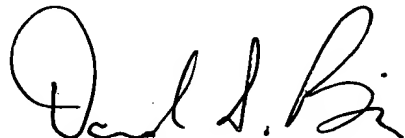
DAVID S. BIR
Name of Person Signing


Signature

Consideration and entry into the record of this patent application is respectfully requested.

Respectfully submitted,

WILLIAM T. ROWSE et al.

By: 

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Date: August 14, 2001

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Attachments